

Pricing & Payment Policy

Trueman Bailey LAW was established and founded by Louise Trueman in March 2025. Under various initial names due to various personal reasons (!), the company landed on the name Trueman Bailey LAW when Lisa Bailey joined Louise who is a long standing friend and business associate by way of their employment together at Truemans Solicitors in Oxford, founded by Michael Trueman, a family lawyer.

Louise decided in 2025 having headed up the conveyancing department there for 5 years on paper but far longer in practice, to explore her own endeavours in working solely within a conveyancing and wills and estates practice which is her area of passion and legal expertise. In making the move, Louise decided to adopt procedures and practices which seemed more fitting to the type of firm she was running. Using her extensive legal knowledge and her keen eye for detail, Louise adopted procedures which worked to effect the smoother running of the practice. Adopting procedures that both (of course) adhere to the SRAs policy for accounting and transparency, Louise adopted a process in which she bills regularly.

To explain this, and without too much legal faff (!), the SRA has strict rules on how we (as a law firm) and everybody (as a law firm) bill and share information. We found whilst working with a traditional practice (several actually), that the procedure for billing slowed us down, it was not time effective, it was not cost effective and mostly importantly for clients it was not transparent enough. Our duty to you is to provide clear and transparent pricing as we progress with your matter, and in doing so ensuring that should any costs arise that are increased beyond what we could have known, we have an obligation (quite rightly) to inform you of the same. As a result we bill both on exchange and at the outset of a matter, this helps our business to run effectively, it helps us to 'stay on the ball' when it comes to dealing with your matter not taking too much time focusing on the accounts and billing but progressing your legal matter, studying and investigating the legal title and the important documents which have a significant effect on your ability to proceed with your transaction. We must be available to do this coherently and without the pressures of obtaining and finalising statements on completion when these days are time sensitive enough. We do not wish to make mistakes as some firms do when it comes to accounting and have to follow this up later on with you when your matter has been finalised and the last thing you want to deal with is people chasing you for money when you have of course not made the error. We want to adopt procedures which benefit you and as such we implement billing at the outset of the matter. Where some firms bill at the end we choose to stagger the billing, again putting the onus on the client to take part in the transaction and take responsibility for their side of the 'deal'. We believe it is vital that we work together, not separately, and whilst we know and are well informed as to the perception of lawyers, conveyancers, estate agents and everyone else involved in a conveyancing

transaction, we really seek to buck the trend. We are trying, step by step, to make changes to the legal industry as it stands, the misconceptions around what we do and why we do it, and how much we charge for it. We want to provide a cohesive and engaging community between us with our clients, with the third parties we work with and with those whom follow us or rely on what we do to make their matters work. It is important to us that you trust us, understand us, and work with us in this regard, and as a response we know and assure you that we will do all we can to progress your legal matter quickly, with ease, and with expert insight and knowledge both in the legal sector, in the property market and in business.

It is with great thanks that we ask you to adopt our procedures and work with us as we progress on this mission to bring a far healthier and cohesive environment which only seeks to make our day more productive, more fruitful (for you and us), more honest, more helpful, more efficient and more viable for all. As women we have families and children and situations we need to deal with - like you in your life as males, or females. We are working hard to do our job, and we ask politely that you are understanding of that and treat us with the same respect we expect and intend to treat you.

We are always open to feedback and we want to grow and learn as we progress in this market and industry and to do that we need to hear from you. Please do feel free to leave reviews, updates, comments by way of our Instagram page, emailing your lawyer directly, or any of our assisting team and accounts department and we will absolutely endeavour to take on board your comments and to work with you in whatever you respect you require - as long of course that it is respectful and honest and open like us.

We thank you for your time in reading this message and we look forward to working with you on what is our mission to bring clarity more compliance and more procedure to the industry which works for you primarily and furthermore for businesses like us. Whilst we know this may not be the norm, we also have no intention or desire to be so, this is about bucking the trend, making a change and doing something differently. Listening to people, and finding the solutions that work for all.